

# Thurrock Council

## Community Equality Impact Assessment (CEIA)

### Service area and lead officer

<b>Name of service</b>	Waste and Recycling Collection Policy
<b>CEIA Lead Officer</b>	Paul Southall
<b>CEIA Lead Officer job title</b>	Interim Transformation Consultant - Place
<b>CEIA Lead Officer email address</b>	paul.southall@thurrock.gov.uk
<b>Please insert business case reference e.g. CTS (where applicable)</b>	Click or tap here to enter text.

### Subject of this assessment

<b>State the name of, and briefly summarise, the specific policy, strategy, function or service that is the subject of this assessment</b>
<b>Waste and Recycling Collection Policy</b>  The policy provides clear and concise guidance on all matters related to the waste collection services ensuring a standard, consistent approach is taken and understood by all the relevant stakeholders such as residents, members, council officers, operational delivery team and the contact centre.  The policy also ensures legal and environmental compliance reflecting changes to legislation such as The Environment Act 2021 and the new Simpler Recycling reforms.  Standardising collections and educating residents on proper waste disposal and recycling practices also supports the Waste Strategy goal of fostering community responsibility and participation.
<b>Borough-wide or location-specific?</b>
<input checked="" type="checkbox"/> Borough-wide <input type="checkbox"/> Location-specific – please state locations below.  Click or tap here to enter text.
<b>Which of the following is the proposal? (Tick all that apply)</b>

- A new policy, strategy, function or service
- Change to an existing policy, strategy, function or service
- Other – please provide details below

Click or tap here to enter text.

### Why is this policy, strategy, function or service development or review needed?

The Waste and Recycling Collection Policy is integral to the waste strategy, ensuring that operational practices and public behaviours align with the broader strategic objectives.

The policy aims to boost recycling rates and reduce waste, thereby supporting the sustainability goals detailed in the strategy. It ensures compliance with the Environment Act 2021 and remains flexible to accommodate future regulatory changes.

By standardising collection processes and educating the community on proper waste disposal and recycling practices, the policy encourages community responsibility and participation.

The Waste and Recycling Collection Policy transforms Thurrock Council's strategic goals into tangible, sustainable, and community-oriented actions whilst providing clear and concise information on what waste services are available in Thurrock and how to get the best from them.

Additionally, there has been an update to the 2009 policy, reflected in section 2.13 of the Waste and Recycling Collection Policy, to reflect the change in the government retirement age from 60 for women and 65 for men in 2009, to 66 for both men and women in 2024. It is not expected to have a negative impact (within the age section) owing to it now being means tested.

## 1. Engagement, consultation and supporting information

1.1. What steps you have taken, or do you plan to take, to engage or consult (where applicable) the whole community or specific groups affected by this development or review? **This is a vital step.**

Please ensure you provide details of the following (where applicable):

- What consultation/engagement activity took place, and over what timescales
- A demographic profile of those targeted by this activity
- The methods adopted to engage residents and groups, and the type of data (quantitative or qualitative) gathered
- A list of the questions asked to respondents
- If consultation or engagement activity has yet to take place, use the details currently available to provide an outline of the planned activity to cover the points above

### Steps you have taken, or plan to take, to engage or consult

No further consultation or engagement has been required as this has been covered in CTS0136 Waste Collections and approval of the 2021-2031 Waste Strategy in November 2020.

The policy lays out in detail the guidelines to be followed when using the waste and recycling collection services and reflects the required compliance with relevant legislation.

A full consultation with residents was undertaken at the beginning of 2020, to ascertain views around key aspects of the waste strategy.

Additionally, the strategy has been developed with the input of a Cross Party Working group to ensure that all political viewpoints have been consulted. This has further ensured that the voice of residents has been heard.

Further to the above consultation, a budget engagement exercise took place from 29 November 2023 to 7 January 2024 during which specific comments and questions were received and FAQ pages set up for Waste and Recycling. These FAQs can be found at [Weekly Food Waste Collection Pilot | Have my say | Thurrock Council](#)

1.2 Outline the results of the activity and clarify how these results have factored into decision making processes, and supported your understanding of the impact/s the proposal will have upon the community

**A high level summary of the engagement/consultation activity results, clarifying how these have factored into decision making processes and supported the understanding of potential impacts**

Summary of CEIA responses received on Waste changes in 2024/25

There were 363 responses to the proposed changes. The primary themes from the responses are summarised below:

Area	Summary of Responses
Fortnightly Collections	<p>Strong disagreement with a switch to fortnightly collections, based on a number of factors:</p> <ul style="list-style-type: none"> <li>• The potential for an increase in rubbish accumulation.</li> <li>• The encouragement of vermin and an unhealthy, unhygienic environment.</li> <li>• The potential for an increase in fly-tipping.</li> <li>• The bins are too small for larger families.</li> <li>• The scheme discourages recycling.</li> </ul> <p>Concern raised over the shared sheltered housing bins being too small for fortnightly collections.</p> <p>Some consider this to be a reduction in service which is already considered unreliable.</p> <p>Some concern raised over the management and cost of getting rid of excess rubbish e.g. fly-tipping and garden bonfires.</p>
Garden Waste Charges	<p>Garden waste charges are considered to be too high (especially compared to neighbouring councils) or should not be charged at all. Concerns were also raised about disposal if not participating in the scheme or collections not being frequent enough. General disagreement to charging given the increases to council tax and the service should be included.</p> <p>Some support for garden waste charges but need to guarantee the service.</p>
Food Waste	<p>Some suggestions that a separate food waste collection service should not be provided to save money on food caddies.</p>
Alternative Schedules	<p>Some alternative schedules were suggested: blue bins weekly, green bins bi-weekly, brown bins monthly. The garden waste service should be all year round or increase the blue bin collection during the winter. Waste and recycling should go back to weekly, and have bi-weekly garden collections for a fee.</p>
Positive Support for Proposal	<p>There was some support for the proposal as it is in line with other councils. Some support for fortnightly collections and happy to pay extra for garden waste but needs a reliable service. Would pay more for more frequent and reliable collections.</p>

HWRC	More trips to the HWRC are expected as a result but there is no queue management. Suggestion for relocation with improved access.
Private unadopted roads	When the current 3 bin system was introduced, residents came to an agreement with the council to have just one bin lorry for all types of waste, one bin lorry for all types of waste.  The proposed system means 2 vehicles in week 1 and 3 vehicles in week 2 which would damage the road.
Training and competence	The waste collection teams leave rubbish on the roads and paths because they do not seem focused on what they are doing.  Where are the street cleaners?
Environmental impact	Proposal will encourage residents to pave over their gardens or lay artificial turf. This will increase the risk of flooding and impact wildlife.

1.3 What Thurrock-specific data or intelligence sources have you used to inform your assessment of the impact? How have these helped you understand who will be affected by the development or review? Is there other national or regional data and intelligence you have used to form the basis of your understanding?

### Sources of data or intelligence, and how they have been used to inform understanding

The results from the 2020 consultation exercise have been analysed and were taken into consideration in the preparation of the refreshed approach along with feedback from the cross party working group. Please see table below. Numbers are actual property counts, trying to avoid rounding. However, as the Green waste and recycling services are not used by every resident, every week, some assumptions have been made to have a more realistic view. Food waste was based on the trial that was undertaken at the time.

Properties	Flats/MDU	10000					
	Houses/SDU	59535					
Service	Service Type	Houses	Flats	Participation/%	Collections per 4 weeks	Collections	
Refuse	weekly	59535	10000	100%	4	278140	
Recycling	fortnightly	59535		80%	2	95256	
Recycling	weekly		10000	80%	4	32000	
Garden	fortnightly	59535		50%	2	59535	
Food	weekly	7000		30%	4	8400	
					Total Collections	473331	
Assumptions							
	1 Refuse, Recycling Garden participation rates of 100%, 80%, 50% - these are assumptions						
	2 Collection for flats based on no. of house holds. In practice most will have large communal bins therefore we don't collect per house hold.						

## 2. Community and workforce impact

When completing this part of the assessment, please consider the following guidance:

- Be clear about all impacts, particularly negative impact upon groups
- Focus on those who will be impacted and consider the impacts they will experience
- Cross reference each individual impact with appropriate data and intelligence sources
- Ensure specific or technical terms are clearly clarified and explained, and all acronyms are spelled out

2.1. What impacts will this development or review have on communities, workforce and the health and wellbeing of local residents? Please consider the sub-groups listed in each section. See the [WHIASU Population Group checklist](#) for further identified impact groups.

**Please ensure a full response is provided for every question, including where only neutral impacts are anticipated.**

If a neutral impact is anticipated (and therefore no specific mitigation activity required), state this clearly to show you have considered this for each group.

Communities and groups	Positive	Neutral	Negative	Summary of positive and negative impacts	How will positives be maximised, and negatives minimised or eliminated?
<b>Local communities in general</b> <ul style="list-style-type: none"> <li>• Impacted community groups</li> <li>• Relevant cultural groups</li> <li>• Homeless</li> <li>• People seeking asylum</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Increased focus on education and empowerment	Accessible documentation and messaging to accommodate all resident's needs, including those who do not speak English as a first language

Communities and groups	Positive	Neutral	Negative	Summary of positive and negative impacts	How will positives be maximised, and negatives minimised or eliminated?
<b>Age</b> e.g. <ul style="list-style-type: none"> <li>• Early years (from pregnancy to first year of life)</li> <li>• Children and young people</li> <li>• General adult population</li> <li>• Older people</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<p>Collection Service – presentation of bins. The assisted collection process will be retained. For the avoidance of doubt, this relates to residents which may have alternative presentation points agreed for the collection and returning of their bin.</p> <p>Change in charging concession to reflect changes in retirement ages from 2009 to 2024.</p>	<p>Current operations provide for additional assistance for those who are unable to present their own bins for collection on a weekly basis. This will be retained.</p> <p>It is not expected to have a negative impact (within the age section) owing to it now being means tested.</p>
<b>Disability</b> e.g. <ul style="list-style-type: none"> <li>• Those with physical or sensory disabilities or learning difficulties</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<p>Collection Service – presentation of bins. The assisted collection process will be retained. For the avoidance of doubt, this relates to residents which may have alternative presentation points agreed for the collection and returning of their bin.</p>	<p>Current operations provide for additional assistance for those who are unable to present their own bins for collection on a weekly basis. This will be retained.</p>
<b>Gender reassignment</b> e.g. <ul style="list-style-type: none"> <li>• Those who have yet to, are undergoing, or have undergone gender reassignment</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	No impact	No impact

Communities and groups	Positive	Neutral	Negative	Summary of positive and negative impacts	How will positives be maximised, and negatives minimised or eliminated?
<b>Marriage and civil partnership</b> e.g. <ul style="list-style-type: none"> <li>Married and divorced people</li> <li>Those in a civil partnership</li> <li>Co-habiting couples</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	No impact	No impact
<b>Pregnancy and maternity</b> e.g. <ul style="list-style-type: none"> <li>Expecting parents</li> <li>New parents on maternity or paternity leave</li> <li>Parent/child groups</li> <li>Lone parent families</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Collection Service – presentation of bins. The assisted collection process will be retained. For the avoidance of doubt, this relates to residents which may have alternative presentation points agreed for the collection and returning of their bin.	Current operations provide for additional assistance for those who are unable to present their own bins for collection on a weekly basis for a temporary period.
<b>Race</b> e.g. <ul style="list-style-type: none"> <li>Black, Asian and Minority ethnic groups including Gypsies, Roma and Travellers</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	No impact	No impact
<b>Religion or belief</b> e.g. <ul style="list-style-type: none"> <li>People of different religions or holding particular beliefs</li> <li>Religious cultural or community groups</li> <li>Religious and cultural events throughout the community/year</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	No impact	No impact
<b>Sex</b> <ul style="list-style-type: none"> <li>Male/Female</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	No impact	No impact
<b>Sexual orientation</b> e.g. <ul style="list-style-type: none"> <li>Heterosexual people</li> <li>Lesbian, gay and bisexual people</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	No impact	No impact



Communities and groups	Positive	Neutral	Negative	Summary of positive and negative impacts	How will positives be maximised, and negatives minimised or eliminated?
<b>Location-specific impact, if any</b> e.g. <ul style="list-style-type: none"> <li>• Specifically impacted wards or regions of Thurrock</li> <li>• Isolated or over-populated areas</li> <li>• Those living in areas of poor economic conditions/with poor health indicators</li> <li>• Those unable to access services</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	No impact	Waste Collection Services and communication across all areas will be consistent.
<b>Workforce</b> <ul style="list-style-type: none"> <li>• Employees of Thurrock Council – this may include specific services within the authority</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Any impact on the workforce will be reviewed on an ongoing basis	Subject to ongoing review
<b>Health and wellbeing of residents</b> e.g. <ul style="list-style-type: none"> <li>• People with severe physical and/or mental health conditions</li> <li>• Health impacts in local areas i.e. low air quality/high pollution</li> <li>• Community impacts upon wellbeing i.e. low community safety/high crime</li> <li>• Economic impacts upon health i.e. income, poverty, debt</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	To be informed through engagement	To be informed through engagement
<b>Socio-economic outcomes</b> e.g. <ul style="list-style-type: none"> <li>• Economically inactive people</li> <li>• People on low income, with debt or in poverty</li> <li>• People unable to work due to ill health</li> <li>• Unemployed people</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	To be informed through engagement	To be informed through engagement
<b>Veterans and serving members of the armed forces</b>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	No impact	No impact
<b>Unpaid carers</b>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	No impact	No impact

### 3. Monitoring and review

3.1. How will you review community and equality impact once the policy, strategy, function or service has been implemented? These actions should be developed using the information gathered in sections 1 and 2 and included in your service area's business plans. Consider:

- When and who will review and update the CEIA throughout the delivery of the proposal?
- What future work, including further consultation and engagement, is set to take place?
- What ongoing reviews of the CEIA and the proposal will take place?

Action	By when	By who
Continuation of the Assisted Bin Programme	Already in place with the consideration of adding Pregnancy and Maternity to be confirmed	Edward Brotherton, Waste Services
Accessible communication	A communication plan to be developed, agreed and rolled out	Corporate Communication Team
Review any additional feedback following implementation of the Policy and update CEIA	January 2025	Head of Service - Waste
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### 4. Next steps

4.1. The information gathered must be used to inform reports presented to Cabinet or overview and scrutiny committees. This will give members a necessary understanding of the impact their decisions will have on different groups and the whole community.

Summarise the implications and customer impact below. This summary should be added to the committee reports template in the Diversity and Equality Implications section for review and sign-off at the consultation stage of the report preparation cycle.

**Summary of implications and customer impact**

The waste and recycling collection policy is designed to guide the use of Thurrock Council's waste services, ensuring compliance with relevant legislation. The policy reflects the feedback gathered during a full consultation with residents at the beginning of 2020 and the approval of the 2021-2031 Waste Strategy in November 2020, which aimed to understand public opinions on key aspects of the waste strategy. Additionally, the waste strategy has been shaped by a Cross Party Working Group to incorporate diverse political viewpoints and ensure that residents' voices are adequately represented.

Since then, no further formal consultation or engagement has been necessary, as these aspects were thoroughly covered in preparing CTS0136 Waste Collections business case. During this period specific comments and questions were received. In response, FAQ pages were established for Waste and Recycling, providing residents with accessible information and addressing common concerns. These FAQs are available on the Thurrock Council website.

Following the initial consultation, a budget engagement exercise was conducted from 29 November 2023 to 7 January 2024.

Overall, the policy is expected to positively impact residents by clarifying service guidelines and incorporating community feedback.

## 5. Sign off

5.1. This Community Equality Impact Assessment must be authorised by the relevant Project Sponsor, Head of Service, or Assistant Director. This should not be the CEIA Lead Officer. Officers authorising this assessment are responsible for:

- the accuracy of the information
- making sure actions are undertaken

Name	Role	Date
Paul Southall	Interim Transformation Consultant	25/07/24
Paul Crick	Interim Chief Operations Lead	25/07/24
Edward Brotherton	Interim Head of Service	25/07/24
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